

## Accidents, Incidents and Illness

We will record any occurrence of illness, accident or incident at Test Teach.

Parents or guardian will always be informed of any accident, incident or illness and sign the completed Accident form or Incident form.

Accidents are recorded on an Accident form.

- Accidents are unplanned events that result in injury

Incidents are recorded on an Incident form.

- Incidents are recorded events such as illness, cause for concern, negative behaviour, hurting or causing injury to another party, injury sustained by individual due to another's deliberate actions

Accident and Incident forms should be reviewed by Test Teach after the occurrence. Test Teach should complete the relevant section on each form to reflect any actions taken. Where no actions are recorded, it is deemed Test Teach have considered this.

Test Teach will not accept any pupil who is unwell. If a pupil is unwell when they arrive for class their parents or guardian will be notified to collect the pupil immediately.

In the event of a serious injury or illness a qualified first aider will decide if the pupil should go straight to hospital or to wait for the parent or guardian to collect the pupil. Where it is deemed appropriate, a pupil may need hospital treatment, an ambulance will be called and a member of the Test Teach staff will accompany the pupil. The staff member will take with them any relevant paper work such as the pupil's Health Care Plan, accident form, incident form, details of administered medication and the medication. Parents or guardians will be informed, if they cannot be contacted, the emergency contact will be contacted.

In the case of serious injury or death, Test Teach will notify the Health and Safety Executive (HSE), Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) and Ofsted.

## Communicable diseases

If a communicable disease is identified at Test Teach, parents or guardians will be notified as soon as possible, taking care not to identify the infected pupil.

In the case of a diagnosed notifiable disease, Test Teach will report this to the local Health Protection Team (HPT), HSE, RIDDOR and Ofsted as appropriate as soon as it becomes aware, or is formally informed of the notifiable disease.

For a list of communicable diseases and conditions please visit:

<https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

## Medication

Test Teach will only allow medicines to be administered where it would be detrimental to pupil's health not to do so. Medicines are administered by staff or pupils themselves only where prior written consent of a parent or guardian is held and a Health Care Plan has been completed.

Medicines must **not** be brought onto Test Teach premises without prior permission from a manager. Only medicines prescribed for a particular condition will be accepted and must carry a pharmacy label including the pupil's full name, date of birth and dispensed date. If a pupil has a medical condition that requires regular medication during their class session or medicine in the event of an emergency, arrangements for administration must be made between Test Teach and the pupil's parent or guardian. These arrangements must be in the form of an agreed Health Care Plan.

A list of pupils and a copy of their medical conditions and their Health Care Plans can be found in the first aid box located in the administration room at the centre in which the pupil is being taught. The original copy is retained in the pupil's personal file.

Prescribed medicines are stored in the first aid box located at the centre in which the pupil is being taught.

Where it has been agreed with the parent or guardian that a pupil is competent to manage their own medication and this is reflected on the Health Care Plan, where possible those pupils will carry their own medication. Test Teach staff will support pupils to manage their medication and administration as required to ensure effective management of the pupil's condition. All staff involved in the administering of medicines should be appropriately trained e.g. epi-pen training.

Appropriate records in relation to the administration of medicines should be maintained at all times. A Health Care Plan must be completed and signed by the parent or guardian, and a Medication Form will be completed each time medicines are administered.

## Behaviour Management, Bullying, Suspension and Exclusions

At Test Teach we know our pupils behave better when they understand the behaviour expected of them and others. Test Teach will not tolerate bullying, aggressive, violent or threatening behaviour from any pupil, parent/guardian, visitor or staff member.

### Expectations of pupils

- To arrive on time
- To respect others and their property
- To respect the building and grounds
- To conduct themselves in a calm orderly manner
- To be respectful and polite

If a pupil, parent, guardian or visitor exhibits unacceptable behaviour, Test Teach will take the following action:

- Relocate the pupils not involved to another part of the building to protect their safety and well-being
- A Test Teach manager will seek to calm the situation and may separate the parties involved. If either party continues to exhibit aggressive or intimidating behaviour, they will be asked to leave the premises. If they refuse to calm down or leave the premises the police will be called
- The Test Teach manager will discuss the incident with the parties involved to try to resolve the situation
- If the individual wishes to make a complaint, they should follow the Test Teach complaints procedure

Once the event is over, the staff team will meet with the manager to review the event and make a decision on whether the individual/s will be temporarily or permanently excluded from Test Teach premises. The individual/s will be informed of the outcome of the meeting.

A physical assault on a member of staff will result in permanent exclusion.

### Unacceptable behaviour

The following is a list of behaviours Test Teach deem to be unacceptable, this list is not exhaustive.

- Shouting at others
- Physical intimidation e.g. standing too close or blocking their way
- Aggressive, abusive or threatening hand gestures
- Any other threatening behaviour, verbal or physical
- Swearing
- Spitting
- Racist, sexist, homophobic or otherwise abusive comments or gestures

- Causing psychological distress or behaviour likely to cause fear or anxiety
- Causing emotional distress e.g. excluding, tormenting, making fun of others, being deliberately unkind
- Making negative comments about others, in any form
- Bullying in any form e.g. name calling, ridiculing, spreading rumours, making fun of other's appearance or character.

Test Teach staff will support pupils who have been the victims of unwanted behaviour, keeping them under close supervision and regularly checking their well-being.

All incidents of unwanted behaviour by pupils will be recorded on an incident form and parents will be informed.

## Complaints

We recognise that there may be times when users may have a concern about an aspect of our service.

Communicating concerns

1. If you have a concern about any aspect of our service, in the first instance you should speak with your child's teaching assistant who will review your concern. Most concerns are resolved informally at this stage.
2. If your concern is not resolved satisfactorily, you should put your concerns in writing to the centre manager or via email to: [admin@testteach.co.uk](mailto:admin@testteach.co.uk). We will acknowledge receipt of your concern within 48 hours and inform you of the outcome within 14 days of receiving the written concern.
3. If you are not satisfied with our response, you can escalate the concern by emailing [secure@testteach.co.uk](mailto:secure@testteach.co.uk) where a director will arrange a meeting to help resolve your concern, review actions so far and suggest how it might be resolved. The decision and any agreed actions will be recorded and signed by all parties attending the meeting and each party will receive a copy. The signed record signifies that the procedure is concluded.
4. If you are not satisfied with the outcome and feel your concern has not been resolved, you may take your concern to Ofsted. Their contact details are listed below.

We will keep a summary log of all concerns and outcomes that reach stage two or beyond. Written complaints from parents are kept in children's personal files.

### Ofsted contact details:

Ofsted  
Piccadilly Gate, Store Street  
Manchester, M1 2WD  
0300 123 1231

## Whistleblowing

This policy sets out how staff should report concerns about the welfare of any pupil and should be read alongside the safeguarding policy.

Staff acknowledge their individual responsibility to bring matters of concern to the attention of the Designated Safeguarding Lead.

### Reason for whistle blowing

- To raise concerns about unacceptable practice or behaviour
- To prevent the problem worsening or widening
- To protect or reduce the risk to others
- To prevent becoming implicated yourself

### How to raise a concern

- You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed the sooner it is possible for action to be taken
- Try to pinpoint what practice is concerning you and why
- Speak to the Designated Safeguarding Lead or a Test Teach director. You can email [secure@testteach.co.uk](mailto:secure@testteach.co.uk) to contact a Test Teach director directly.
- Ideally you should put your concerns in writing
- A member of staff is not expected to prove the truth of an allegation but you will need to demonstrate sufficient grounds for the concern

### Who to raise your concern to

- If you are raising a concern about a member of staff or Test Teach director you should speak to the Designated Safeguarding Lead.
- If you are raising a concern about the Designated Safeguarding Lead, you should speak to a Test Teach director. You can email [secure@testteach.co.uk](mailto:secure@testteach.co.uk) to contact a Test Teach director directly.
- If you feel that you need to raise the issue with someone external to Test Teach, you can contact the children's social care or Local Authority Designated Officer (LADO) or Ofsted:
- - **Sutton Local Safeguarding Children Board – LCSB**  
020 8770 6001 – Office hours  
020 8770 5000 – Out of hours
  - **Kingston & Richmond Local Safeguarding Children Board – LCSB**  
020 8547 5008 – Office hours  
020 8770 5000 – Our of hours

- **NSPCC**  
080 8800 5000  
help@nspcc.org.uk

### **What happens next**

- You will remain anonymous
- You should be given information on the nature and progress of any enquiries
- Malicious allegations may be considered a disciplinary offence.

Allegations against staff will be reported to the LADO within one working day by the Designated Safeguarding Lead or Test Teach director. Test Teach will follow the advice of the LADO on how to proceed and investigations may involve the police and/or children's social care. If appropriate, the person accused may be informed of the allegation and be suspended on full pay while an investigation is made. Ofsted will also be informed of any allegations made against staff. Confidential records will be kept of the allegation and all subsequent proceedings.

After the completion of any police investigation, staff disciplinary procedures may be followed. Where the staff member returns to work, Test Teach will offer ongoing support and guidance to the staff member to settle back into work smoothly and help others overcome their concerns where appropriate.

### **Prevent duty**

Test Teach take seriously their responsibility in preventing others being drawn in to terrorism.

Under the Counter-Terrorism and Security Act 2015, Test Teach have a duty to refer any concerns of extremism to the police. The local authority's Prevent lead will provide advice and support.

Test Teach will document any cause for concern and follow procedures set out in our safeguarding policy, examples of cause for concern are:

- Change in behaviour of a pupil or family member
- Comments causing concern made to a member of the staff or other person
- Actions that lead staff to be worried about the safety of a pupil or where children and families may be at risk of radicalisation

### **Safer recruitment**

Test Teach will follow safer recruitment procedures and all appointments are subject to safer recruitment checks such as:

- Enhanced Disclosure and Barring checks
- Barred list checks

- Evidence of right to work in the UK
- Induction process
- Probation period

Staff are required to inform Test Teach immediately if there is any reason why they should not work with children.

## **Critical Incident**

Test Teach aims to ensure its pupils and staff remain safe and secure during an intruder threat or other threat that puts the safety of pupils and staff at risk.

In the event of a critical incident requiring lock down, the person witnessing the incident must attempt to notify the Test Teach Reception or Main Office to raise the alarm. The person in overall charge of the premises will determine the risk and need for a lock down.

The person in overall charge of the premises will call the police, if required, whilst other staff members inform the teaching rooms to announce lock down. All staff and pupils should remain in their rooms and wait further instruction by the person in overall charge of the premises or the police.

## **Camera, Mobile Phone and Recording Device Use and Social Media**

Test Teach staff are not permitted to take any photographs or recordings on their own electronic devices e.g. cameras, mobiles or smartwatches and tablets of pupils.

- Staff should only use personal electronic devices on designated breaks and away from the pupils.

Pupils are not permitted to take any photographs or recordings on their own electronic devices e.g. cameras, mobiles or smartwatches and tablets on Test Teach premises.

- Pupils are not permitted to use their electronic devices in class.
- Pupils electronic devices should remain switched off in class.
- Pupils are not allowed to take photographs or recordings using their electronic devices of tutors, staff, premises or property of Test Teach.
- Pupils under no circumstances are to upload pictures taken at Test Teach to any social networking site or website